

This Computes!



**Department of Health Services
Children's Medical Services Network
(CMS Net) - Information Bulletin #115**

Claims Processing Error – Claims Denied: Code 9671

There has been a processing problem at EDS that caused a number of CCS claims to inappropriately deny. The denial message for these claims is 9671 "Procedure code has not been authorized by CCS". The denied claims will appear on the Remittance Advice Documents (RAD) the providers received the week of June 1. EDS has corrected the problem and has reprocessed the claims that were denied in error.

You may receive calls from providers asking why they got this denial when the SAR they used to bill covered the services EDS indicated were not authorized. You can advise the provider that if the denial was on the RAD they received in the week of June 1, and the code they billed is in the service group or was specifically authorized on the SAR they used to bill, that the claim has been reprocessed by EDS and the results of the reprocessing will appear on a future checkwrite.

However, providers should be aware that not all of the 9671 denials they may have received with the June 1 check are in error. Our research indicates that many of the denials were correct and that the provider was billing for services not in the Service Group or individually approved on the SAR. Therefore, it is important for the provider to review all the 9671 denials to identify the ones that require additional authorizations or claim corrections.